



Course Fees, Payments and Refunds

1.1 Pre-course payment conditions

Melbourne Metropolitan College accept payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term. You may choose to pay full fees if you wish to, however you are not required to pay more than 50 percent up front.

1.2 Refund Policy

This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract. This refund policy applies to all prepaid fees paid to the college and includes any money paid to an Education Agent to be remitted to the college. All fees should be paid directly to Melbourne Metropolitan College. Any additional fees requested by an agent should firstly be queried directly with the college before payment.

Please note: Fees for additional services (not covered by the Letter of Offer and acceptance) conducted by and paid to Education Agents by students are not covered by this refund policy.

The Application for Enrolment fee, currently \$200, is a non-refundable administration fee. The Resource Fee, currently \$300 is non-refundable (depending on the circumstances; please refer to the below refund table). It is the policy of Melbourne Metropolitan College to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Melbourne Metropolitan College for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the Application for Refund Form to Melbourne Metropolitan College stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

Please note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the CEO.

We will not issue refunds under other circumstances including but not limited to:

- Changes occur in student work hours, student changes/leaves work;
- It becomes inconvenient for a student to travel to class;
- A student moves to a different location;
- A student enrolment is cancelled for misbehaviour/breach of the college Code of Behaviour and Discipline Policy, legislation or visa conditions.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Melbourne Metropolitan College with the Medical Certificate deemed by Melbourne Metropolitan College as acceptable for the purposes of the student's ability to complete their course/s. Melbourne Metropolitan College will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.



Refunds will be paid within 4 weeks after receipt of a written application for refund unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with Melbourne Metropolitan College unless we receive written direction to pay someone else from the applicant. Refunds will be paid in Australian dollars (AUD).

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

Students are obligated to pay outstanding course fees and understand Melbourne Metropolitan College will pursue outstanding fees under Australian Law.

Melbourne Metropolitan College will not issue a Letter of Release if fees are owed for the current study period.

The below table outlines the refunds that Melbourne Metropolitan College will pay on application from eligible students.

Refund Table

Unsuccessful Visa application	100% refund of all unused prepaid fees - excluding the Enrolment Fee \$200.
Cancellation of enrolment more than 20 days prior to commencement date	50% refund of tuition fees paid. The Enrolment Fee (\$200) will not be refunded. Cancellation of enrolment under these circumstances will incur an additional \$300 administration fee.
Cancellation less than 20 days prior to commencement date	0% refund of tuition fees paid. The Enrolment Fee (\$200) will not be refunded. Cancellation of enrolment under these circumstances will incur an additional \$300 administration fee.
Cancellation after commencement date	No refund. The student will be required to continue to pay their ongoing tuition fees up until the date of approved cancellation by the Institute. Cancellation of enrolment under these circumstances will incur an additional \$300 administration fee.
Visa cancelled due to actions of student	No refund
Course cancelled by Melbourne Metropolitan College (provider default)	Full refund of unused tuition fees or offer for alternate course (if agreed to by student)



Melbourne Metropolitan College (the provider) default cases

In the case where Melbourne Metropolitan College is unable to deliver a course in full or has decided to cancel a course before it commences, Melbourne Metropolitan College provides either one of the following guarantees, so students can complete their training:

A full refund of tuition fees and administration fees to be used to pay for another course	A refund will be issued to the student based on unexpended tuition fees. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Any refund due to actions and default by Melbourne Metropolitan College will involve Melbourne Metropolitan College being proactive in contacting the student to arrange the refund in line with the Refund Policy.
Accept a place in another course	The student may be offered enrolment in an alternative course of the same value by Melbourne Metropolitan College at no extra cost to the student. Alternatively, the student can choose to accept a place in a course of greater value and pay to difference of tuition fee. If the student chooses a placement in another course, the student is required to sign a document to indicate acceptance of the placement.

What if I am no longer eligible for a refund?

If you are no longer eligible for a refund, you may like to consider the following options:

- Request a deferment credit for classroom modules.
- Request a cancellation of remaining liabilities (payment plan students).

Please refer the Melbourne Metropolitan College's Deferring, suspending or cancelling Policy.

1.3 Cooling Off Period

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to Melbourne Metropolitan College Manager (a letter or email is acceptable) within 10 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training.

Any refund granted by Melbourne Metropolitan College will be refunded directly to the enrolled student unless the student nominates a third party.



1.4 Consumer Guarantee

Melbourne Metropolitan College guarantees that the services provided by Melbourne Metropolitan College will be:

- Provided with due care and skill
- Fit for any specified purpose (express or implied)
- Provided within a reasonable time (when no timeframe is set for the training).

The Letter of Offer and Acceptance states when the commencement and completion dates. If the Letter of Offer and Acceptance does not include the dates, i.e. for RPL, Melbourne Metropolitan College guarantees to deliver the training within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

1.5 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to Melbourne Metropolitan College identifying where Melbourne Metropolitan College has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy for how to submit a complaint.

If a student believes that Melbourne Metropolitan College has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, Melbourne Metropolitan College will provide the appropriate remedy.

If the problem is minor and can be fixed, Melbourne Metropolitan College will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately; Melbourne Metropolitan College must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and Melbourne Metropolitan College is unable to fix the training service, the consumer can choose to:

- Terminate the contract for services and obtain a full refund, or
- Seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- Has a problem that would have stopped someone from purchasing the service if they had known about it
- Is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- Does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe



- Creates an unsafe situation.

Melbourne Metropolitan College is not required to provide a remedy or refund if a consumer:

- Simply changes their mind, decides they do not wish to go ahead with the training
- Discovers they can buy the training more cheaply elsewhere

1.6 Fee Protection Policy

International student fees are deposited into a separate bank account. Melbourne Metropolitan College utilises the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensure that international students are able to either:

- Complete their studies with another course or
- With another education provider